

**YAKAMA NATION HUMAN RESOURCES DEPARTMENT
JOB ANNOUNCEMENT**



Announcement # 2014-104 **Issue Date:** 06-16-14 **Closing Date:** 06-20-14

Transit Scheduler
Pahto Public Passage
Economic Development
Hourly Wage: \$13.87/Full-Time/Regular

Perform public transportation and ParaTransit scheduling, routing and dispatching duties; operates a variety of communication equipment including two-way radio, telephone, computer mobile dispatch terminal and scheduling systems; create, maintain and monitor computerized driver manifests/schedules; and respond to requests for service and provide a variety of information to passengers and the general public.

Knowledge, Skills and Abilities:

- Ability to effectively communicate with vehicle operators to coordinate efficient and timely service to clients.
- Ability to diagnose, assess and resolve any service failures that arise to establish a high level of service.
- Ability to provide assistance by phone to clients and vehicle operators in a professional manner.
- Ability to multi-task and have the capacity to work calmly in a fast paced environment and work as a team with other dispatchers and operators.
- Ability to follow written and verbal instructions.
- Knowledge of methods and techniques in delivering public transportation and paratransit services to seniors and disabled persons certified by Pahto Public Passage.
- Knowledge of methods and techniques of dispatching commercial passenger vehicles.
- Knowledge of modern office procedures, methods and equipment including computers.
- Knowledge of dispatching techniques with the use of two-way radio systems for communicating and receiving information.
- Knowledge of streets, landmarks and the geography of the Yakama Reservation.
- Ability to demonstrate proficiency in Windows and other computer applications.
- Ability to demonstrate excellent written and verbal communication skills.
- Ability to read a map and have strong knowledge of the Yakama Reservation.
- Knowledge of YN Pahto Passage services, capabilities, policies and procedures to effectively coordinate driver services in various locations.
- Ability to demonstrate well developed multi-tasking and time/priority management skills to balance conflicting demands related to client care and routing.
- Ability to maintain a detailed schedule for dispatching services.
- Ability to effectively handle difficult and sensitive inquiries from the general public in a professional manner.

General Recruiting Indicators:

- Minimum of a High School diploma with two years of college level or professional course work in, or training in concepts, principals and practical applications which relate to general office management, administration, communications, project or program budgeting, accounting/bookkeeping, records and property management **OR** two years of progressively responsible work experience as an Office Assistant V or Bookkeeper III.

Special Requirements:

- Required to pass a pre-employment drug and alcohol test.
- Required to pass a pre-employment background check.
- Proven record of excellent attendance in a previous position held.